

# Part D Exceptions and Appeals

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**Under Part D, some clients will have their requests to fill prescriptions denied when they are at the pharmacy counter. What do you think are some reasons why clients might not be able to get prescriptions filled?**

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**What information do you already know about Medicare or other insurance appeals? What kinds of things are important to keep in mind?**

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Maryam Aziza calls SHIBA on Thursday February 9, and she is very upset. She used to get her prescriptions covered by Medicaid, and she didn't want to change to Part D but didn't really have a choice. So now she has a Part D plan, and the pharmacy is telling her they can't fill her Zetia prescription! She's been taking this drug for months. What is she supposed to do? She can't drive to Canada like her neighbors do, gasoline just costs too much. Plus she doesn't like to drive out of town anyway. She knows it's not your fault and she apologizes for being so upset. In fact, she tells you she got so worked up at the pharmacy she didn't even listen to what the pharmacist tried to tell her, she just left the store in tears. She's not really sure why her prescription got denied. Now she feels bad and tells you she is planning to return to the store and apologize tomorrow. She thinks she has about a week's supply of her medication left.

She has Medicare A and B, and lives at 4321 First Street, in the same county as yours in Yourtown, WA, 91234. Her phone is 555-123-4567. She doesn't want to tell you her birth date, but lets you know she's over 65 and under 70. She has lived alone since her daughter got married in the 1970s, and she's always been proud of still being healthy. She says she doesn't want to tell you her income and assets level, then tells you she's not really sure what they are, her daughter usually helps her with money. When asked about her race/ethnicity, Maryam tells you her parents were from Lebanon, but she was born in this country and has always considered herself an American. You spend 14 minutes on the phone with her.

Ask her:

Make sure she knows:

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Maryam Aziza calls SHIBA back on Friday February 10, and asks for you again, since she talked to you yesterday. She tells you she went back to the pharmacy yesterday afternoon and apologized, and she feels better – after all, they know her there, and they help her out when they can, plus it's not their fault. She also got more information about why her they couldn't fill her prescription. They told her that her plan no longer covers Zetia on their formulary, and that this is a recent change. She did get a letter awhile back from the plan, but she didn't understand it and held onto it for her daughter to read, and it must have gotten lost. But she still doesn't know what to do now. She can't stop taking her prescription, and she doesn't have the money to buy it out-of-pocket. Can her plan really drop her medicine like that? You spend 32 minutes with her on the phone.

Ask her:

Make sure she knows: